



2021

WORKFORCE BOULDER COUNTY ANNUAL REPORT



AREA AGENCY ON AGING
COMMUNITY ACTION PROGRAMS
COMMUNITY JUSTICE SERVICES
HEAD START
HEALTHY YOUTH ALLIANCE
STRATEGIC INITIATIVES
WORKFORCE BOULDER COUNTY

Generating a Lifetime of Opportunities

Program Highlights

Workforce Boulder County's (WfBC) program year is from July 1 to June 30 each year. In program year 2020-2021 (PY20), WfBC engaged residents and businesses in Boulder County through a variety of programs and services.

21,758

people accessed WfBC services

349 people registered for computer courses with the Virtual Computer Training Center

488 people participated in virtual one-on-one coaching

1,073 people attended 20 different financial workshops

612 people participated in the Computer Learning Lab

167 people attended virtual classes in the High School Equivalency Diploma (HSED) lab

92 individual subject tests were completed as student work toward earning their High School Equivalency Diploma.

1,176 people engaged through the Business Services team which also hosted 27 virtual hiring events

2,218 people attended 212 career-focused workshops

24,855 Virtual Call Center phone responses

Veterans Services

At Workforce Boulder County, we recognize Veterans and their many sacrifices, and know they are an imperative part of Colorado's workforce. The Colorado Workforce System is proud to honor Colorado Veterans with Priority of Service. All veterans and eligible spouses receive priority of service for any workforce development services funded in whole or in part by the Department of Labor.

This past program year, WfBC Veteran Services collaborated with Wyoming-Colorado Virtual Employment and Networking Event, the largest virtual job fair in Northern Colorado where we hosted 122 employers and served 500+ job seekers. In this past program year, WfBC Business Services and Veteran Services collaborated to conduct a virtual rapid response for 420 employees laid off by the Novartis closure, an international pharmaceutical company. Novartis' Longmont plant's layoffs resulted in WfBC's first virtual rapid response held state-wide.

916 Veterans visited WfBC, 79% of whom were Unemployment Insurance claimants

60% of Veterans were between the ages of 18 and 44

Young Leader's Academy

During the second half of PY20, WfBC began a new pilot program designed to support young adults (ages 16 to 24) that identify as Black, Indigenous, and Persons of Color (BIPOC), and who are of low-income. The program is designed to cultivate future leaders and entrepreneurs from underrepresented backgrounds, creating a pipeline of diverse talent that will shift the culture within a variety of sectors across Boulder County.

Working in a COVID-19 Virtual World

During PY20, the majority of WfBC services were offered virtually through the WfBC Virtual Call Center, Zoom workshops, and individual phone appointments due to the ongoing COVID-19 pandemic.

The WfBC Virtual Call Center (VCC) has been active for all of PY20. WfBC Staff responded to 24,855 calls by the end of the program year. A large portion of the calls were related to Unemployment Insurance (82%) with WfBC staff responding to caller concerns in either Spanish or English, depending on a caller's preference. Some of the calls answered by WfBC staff through the VCC originated from outside of Boulder County (33%), but the majority of those seeking assistance came from within Boulder County (67%).

COVID-19 altered the landscape for work-based learning (WBL) opportunities with local employers. The unpredictability of closures and restrictions made it difficult for employers to plan and take on people enrolled in our WBL programming. To help employers, WfBC created a COVID-19 protocol agreement that will be implemented as employers are again able to bring someone on for a WBL opportunity. This will ensure that worksites are safe for interns and employers alike.

To find out how to better serve Boulder County businesses, the Workforce Business Services team launched a Business Needs survey to gather input from our local businesses around Work-Based Learning and hiring needs (note: work-based learning includes internships, work experiences, on-the-job trainings, transitional jobs, and registered apprenticeships.) Even with a changed landscape for work-based learning, there were still successes to celebrate. One Boulder County employer commented:

"Your client has successfully completed his OJT (on-the-job training) program with us and he has benefited tremendously through the training we were able to provide – thanks to the funding made possible by Workforce Boulder County."

"We have offered your client a permanent paid position and we are confident he will excel in his duties. We are extremely grateful to your organization for making this training possible and for helping us prepare a valuable new addition to our workforce. We hope we will continue to work together in the future."



Workforce Boulder County

Workforce Boulder County (WfBC) is the key resource for employment and educational opportunities for residents in Boulder County. Our mission is to drive employment and education opportunities that enrich individual growth, economic health, and community connection. Our vision is to create and support a flourishing community where everyone has abundant opportunity for meaningful employment, and where businesses are connected to a diverse talent pool.



Virtual Call Center

Workforce Boulder County Virtual Call Center (VCC) helps direct employers, job seekers, and unemployment claimants in the right direction. The VCC was launched in response to COVID-19 in early 2020 and has been an ongoing program at Workforce Boulder County during the pandemic.

Business Services

Businesses receive assistance in acquiring talented employees to fill positions, re-skilling/up-skilling of current employees, enhancing employee retention while reducing training costs as well as creating an agile, well trained workforce. Businesses can request up-to-date Labor Market Information to assist in driving business-related decision-making processes from Workforce Boulder County.

Career Services

Workforce Boulder County offers personalized career services, career coaching, and support to individuals, helping clients to achieve educational and employment related goals. Our career support specialists work with each individual to identify opportunities for occupational skills training and work-based learning opportunities including apprenticeships, internships, and on-the-job training.

Young Adult Services

Workforce Boulder County services young adults between the ages of 16 and 24 by working with our career support specialists who offer support in finding and developing a career pathway. Career support specialists act as a guide, assisting youth in developing a career plan while connecting them with resources designed to build skills and confidence.

Veteran Services

Workforce Boulder County Veteran Services assists veterans, transitioning service members, and spouses with career coaching and labor market demands including employment and training opportunities.

Workshops and Training

Workforce Boulder County offers a wide range of workshops open to the public, including career-focused workshops and virtual self-directed classes. There are financial workshops designed to assist people with money management, and homeownership workshops - the first step towards achieving homeownership.

WfBC Learning Lab

Workforce Boulder County offers participants access to a variety of trainings, coaching, information sessions, and mechanisms to obtain free access to high school equivalency exam tutoring and testing.

Return on Investment / Economic Impact

Workforce Boulder County administers programs that align with the Workforce Innovation and Opportunity Act (WIOA), a federal legislation designed to strengthen the public workforce system and help Americans, including youth and individuals experiencing significant barriers to employment. Our programs are designed to assist people enter high-quality jobs and careers while also helping employers find, hire, and retain skilled workers.

\$11,188 average increase of median annual wages for those who accessed services with WfBC

\$13,437,080 in additional wages earned by Workforce participants as a result of accessing services

This resulted in an economic impact for Boulder County of **\$8,285,683** and with \$5,151,397 dollars returned to the federal government via income tax. For Wagner-Peyser and WIOA combined, the return on investment for Workforce Boulder County was \$146.11 for each dollar invested.

Workforce Trends

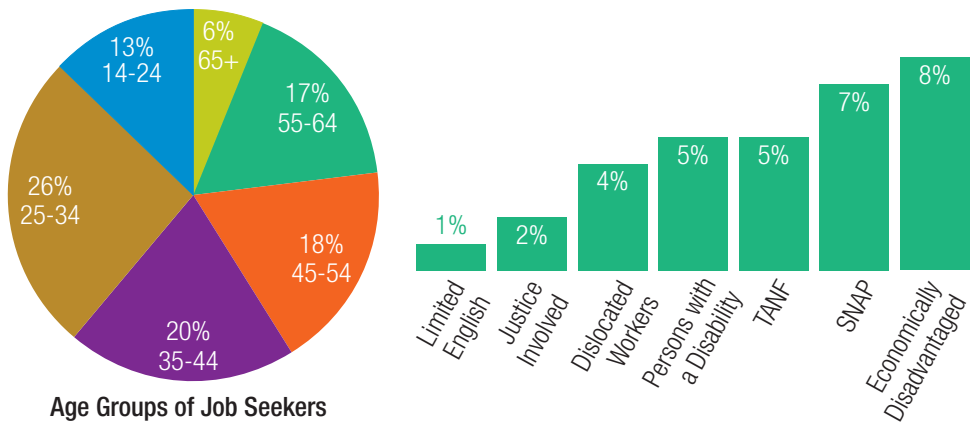
61,834 jobs were posted in Connecting Colorado, a 9% increase over the prior program year

18,026 of the 21,758 clients, or 83%, were Unemployment Insurance claimants

21,758 total job seekers in PY20, which is an increase of 116% over the prior program year

During PY20, there were **18,248** average monthly job postings and **10,293** average monthly hires for certain occupations.

Of the **21,758** clients that accessed our services, Workforce Boulder County served a diverse group of job seekers.



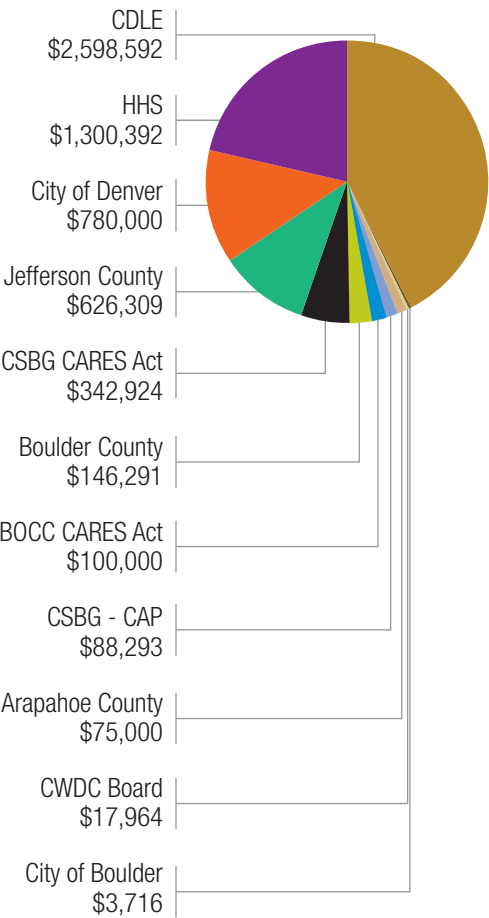
Unemployment Trends

The overall average unemployment for Boulder County during PY20 was **5.7%**. For comparison, the percentage for PY19 was **4.3%**. March 2020 saw the beginning of COVID-19 impact on businesses and jobs.

Note from Erin Jones, WfBC Director

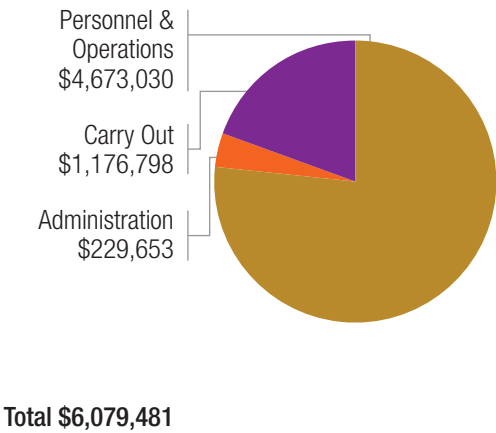
Our last program year PY20 has offered us great opportunity to come together as an organization to build a stronger system of services. Workforce Boulder County teams responded to a much larger volume of customers with complex employment and training needs. With the COVID-19 pandemic's profound impact on thousands of individuals' jobs and businesses, we have navigated our customers to the right service to bolster their connection to work and the acquisition of talent. We look forward to implementing robust programming focused on reskilling, upskilling and next-skilling as we move into our next program year. We stand well-resourced to support the training and retraining needs of our community, including individuals receiving public assistance, Veterans, individuals with disabilities, new Americans, unemployed and underemployed workers, workers needing to increase skill levels to retain or advance in their employment, and workers in need of developing future-ready skills necessary for employment in the twenty-first century.

Revenues



Total \$6,079,481

Expenses



Mission: To drive employment and education opportunities that enrich individual growth, economic health, and community connection

Vision: A flourishing community where everyone has abundant opportunity for meaningful employment and businesses are connected to a diverse talent pool

Values: Engage, Empathize, Evolve